

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: TENNESSEE

ELIGIBILITY CONDITIONS AND REQUIREMENTS

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Process for Investigations of Complaints and Monitoring

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The State has in effect the following process for investigating complaints of violations of requirements by nursing facilities and monitors onsite on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c), and (d) for the following reasons:

- (i) the facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance;
- (ii) the facility was previously found not to be in compliance with such requirements and has corrected deficiencies to achieve such compliance, and verification of continued compliance is indicated; or
- (iii) the State has reason to question the compliance of the facility with such requirements.

The State of Tennessee and the Health Care Facilities (Survey and Certification) Division of the Department of Health provide that there is in place a process by which a complaint of a violation of requirements of nursing facilities may be reported, reviewed in a timely manner, investigated and monitored as deemed necessary.

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